



राजपत्र, हिमाचल प्रदेश (असाधारण)

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

शिमला, मंगलवार, 24 जुलाई, 2001/2 भावण, 1923

हिमाचल प्रदेश सरकार

HIMACHAL PRADESH STATE ELECTRICITY BOARD

Shimla-171 004, 13th April, 2000

Sales Circular No. 4/2000.—In exercise of the powers conferred under sub-section (j) of Section 79 of the Electricity (Supply) Act, 1948 and other enabling provisions in this behalf, the HPSEB in supersession of Sales Circular No. 10/98, issued *vide* No. HPSEB/CE (Comm)/T&S-34/98-5349-5749, dated 22-7-1998, is pleased to reconstitute the existing "Dispute Settlement Committees" and to constitute divisional level dispute settlement Committee as under :—

A. Divisional Level Dispute Settlement Committee:

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| 1. Executive Engineer (Op) other than the concerned Division to be nominated by the S. E. (Op) of the concerned circle. | <i>Chairman</i> |
| 2. Superintendent (Accounts) AAO of the concerned Circle. | <i>Member</i> |
| 3. AE/AEE of the concerned Sub-Division | <i>Convener and Presenting Officer.</i> |

This Committee shall be empowered to decide the cases of the disputed bills upto Rs. 10,000/- (Rs. Ten thousand) only.

B. Circle Level Dispute Settlement Committee :

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| 1. S.E. other than the circle concerned to be nominated by CE (Op) concerned. | <i>Chairman</i> |
| 2. Executive Engineer of concerned Division | <i>Member</i> |
| 3. Accounts Officer | <i>Member</i> |
| 4. XEN (Comm)/A.O. of the concerned Circle | <i>Convener and Presenting Officer</i> |

This Committee is empowered to decide the cases of disputed bills upto Rs. 30,000/- (Rs. Thirty thousand) only.

C. Zonal Level Dispute Settlement Committee:

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| 1. C. E. (Op) other than the Zone concerned to be nominated by Member (Op). | <i>Chairman</i> |
| 2. Chief Accounts Officer alongwith Dy. Chief Accounts Officer/Dy. Chief Auditor. | <i>Member</i> |
| 3. Director (Commercial) | <i>Member</i> |
| 4. S.E. (Works) to the concerned Chief Engineer (Op). | <i>Convener and Presenting Officer</i> |

This Committee is empowered to decide the cases having disputed bills upto Rs. 10.00 lac (Rs. Ten lac) only.

D. Board's Level Dispute Settlement Committee :

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| 1. Member (F&A) | <i>Chairman</i> |
| 2. Member (Tech.) | <i>Member</i> |
| 3. Chief Engineer (Comm) | <i>Member</i> |
| 4. Chief Engineer concerned | <i>Convener and Presenting Officer</i> |

This Committee is empowered to decide the cases of disputed bills of more than Rs. 10.00 lacs (Rs. Ten lacs).

The Committees shall settle the disputes arising out of consumer's complaints regarding wrong billing and only such disputed bills shall be referred to these Committees whose amount is not accepted by the consumers. The settlements arrived at by these committees shall be out of the purview of audit and the settlement awarded should also receive the same respect as in the case of arbitration cases.

The Sales Manual Instruction No. 168 may be considered as amended as above.

BY ORDERS OF THE BOARD,

C. P. MAHAJAN,
Chief Engineer (Commercial),
HPSEB, Vidyut Bhawan, Shimla-171 004.

Shimla-171 004, the 16th January, 2001

Sales Circular No. 1/2001.—In exercise of the powers conferred under sub-section (j) of Section 79 of the Electricity (Supply) Act, 1948 and other enabling provisions in this behalf, HPSEB is pleased to make the following amendment in the Sales Circular No. 4/2000, dated 13-4-2000 issued *vide* No. HPSEB/CE (Comm)/T&S-34/2000-311-662, dated 13-4-2000 regarding reconstitution of the Dispute Settlement Committees. The following para shall be deemed to be amended which may be read as under :—

The Committees shall settle the disputes arising out of consumer's complaints regarding wrong billing and only such disputed bills shall be referred to these Committee whose amount is not accepted by the consumers.

“The consumer would deposit the billed amount and submit his case to the dispute settlement committee, which the committee should decide within three months”.

The settlements arrived at by these committee shall be out of the purview of audit and the settlement awarded should also receive the same respect as in the case of arbitration cases.

The Sales Manual Instruction No. 168 may be considered as amended as above.

BY ORDERS OF THE BOARD,

Er. J. P. GUPTA,
Chief Engineer (Commercial),
HPSEB, Vidyut Bhawan, Shimla-171 004.

